

**Judicial Staff Education Committee
Draft Minutes
October 9, 2015
10:00 am – 1:00 pm
Arizona Supreme Court – Education Services Division**

Present In Person:	Present Telephonically:	Absent:
Rafaela de Loera, Chair	JT Hilton	Shelly Bacon
Carla Boatner, Vice Chair	Marla Randall	Susan Holliefield
MaryJane Abril	Kathy Schaben	Gretchen Maynard
Theresa Barrett		Dr. Bernie Ronan, Ph.D.
Mary Blanco		Suzette Williams
Adam Gage		
Joe Legander		
Wendy Perkins	AOC Staff in Attendance:	
	Gabe Goltz	
	Renu Sapra	Guest:
	Harriet Ramsbacher	N/A
	Tony Cornay	

1. Call to Order & Administrative Business:
 - a. The meeting was called to order at 10:12am by Chairman Rafaela de Loera.
2. Review/Approval of Minutes: Carla Boatner noted a misspelling in section 9 (b) of the word 'Facility.' It should be 'Faculty.' The minutes were approved as corrected.
3. 2015 Completed Action Items:
 - a. Blended Learning Staff Conference (BLSC) – Renu Sapra will give more details during the Education Services (EdSvcs) update section regarding this conference held in September, 2015.
 - b. NACM Website – Information was emailed out to all committee members by Ms. Sapra.
 - c. This action item was to gather resources for training ideas for the upcoming Faculty Skills Development training, now to be called 'Educator Skills Advancement.' Ideas were collected from the committee, and Ms. Boatner will be going over those later on in the meeting.
4. Chair/Vice Chair Updates:
 - a. COJET Committee Report – Items from the September 24 meeting included:
 - i. Nominees for the Excellence in Education award from the CLIA committee were approved. Kim Cantoni & Tony Olivier will be receiving their awards at the Court Leadership Conference (CLC) in October of this year in Flagstaff.
 - ii. COJET approved *sponsor status* to the National Judicial College. They join a number of other organizations (AZ Bar, AZ Courts Association, AZ Court Reporters Association, etc.) that have gone through a rigorous process which allows outside organizations to accredit training for COJET. Please contact the AOC's Julee Bruno or Mr. Schrade for more information about nominating an organization.

- iii. The code change involving permanent suspension of core curriculum is going up to the council for a vote on in December. AOC will advise all Training Coordinators (TCs) if and when it is approved. If so, TCs will no longer have to provide reporting or training sessions on specific topics (other than ethics and computer network security). Additionally, only a total of sixteen COJET hours will be required, ten of those through non-facilitated learning, six through facilitated learning.
- iv. COJET committee members reviewed a draft of a new judge waiver form regarding exemption status for New Judge Orientation (NJO). Mr. Goltz explained this JCA sponsored change that allows some judges not to repeat NJO in certain situations. This new form will formalize the existing informal process of granting a waiver. COJET approved the new form which is now in effect. Mr. Goltz will be the contact going forward.
- v. Access to Justice Commission recommendations – COJET approved, in concept, some 22+ recommendations. Workgroups are now trying to bring life to these goals.
- vi. Links were sent to all TCs last week for the network security training classes offered on the AOC website. Mr. Goltz reviewed the results of a fake ‘phishing’ email sent to all judges attending the Judicial Conference. While there was some less than positive feedback, overall the exercise was successful. Theresa Barrett reported that one of the ripple effects of that exercise is impacting her department. They are having trouble getting responses to legitimate surveys sent out by her department because many courts/judges are now wary of unknown emails.
- vii. Promoting consistency across curricula statewide - After listening to the various committee reports from the COJET meeting, Ms. de Loera wondered if there is more we can do as a committee to showcase and celebrate our accomplishments. Coordinators should be encouraged to regularly share both training opportunities and training results with the committee so that she can, in turn, report them to COJET. For example, there are multiple training opportunities facilitated by Maricopa County that could be opportunities for other counties if they knew about them. It was suggested that one of JSEC’s goals should be to promote consistency in training curricula statewide. We need ideas plus expert people to carry out the ideas. JSEC has been looking for something to grab on to, to show what we are passionate about and what we stand for. This could be it. Mr. Goltz reminded members that committee reports can be misleading. By code, the three reporting committees are the sole provider of training for mostly captive audiences for the training they provide; i.e., Committee on Probation Education (COPE) for mandated probation training; Court Leadership Institute of Arizona (CLIA) for ICM programs; Judicial College of Arizona (JCA) for mandated judicial education. That is not the case for JSEC. There was lively discussion amongst members on how to connect TCs to each other to facilitate communication and sharing. One suggestion was to ask them directly at the TC conference this year what they would like to see and let them come up with a solution. Unless TCs attend the yearly conference, Ms. Sapra is the single point of contact for any questions or concerns. Another suggestion was to add a link to the TC website which would generate an email directly to her if TCs (especially new coordinators) had questions about faculty or curricula. For all new coordinators, Vikki Murillo holds an orientation training where information about codes, curricula and faculty as well as Ms. Sapra’s contact information is shared. There could be additional opportunities for sharing through social media (closed twitter channel, sealed YouTube channel, Facebook page). Members were cautioned that anything impacting court operations would potentially need a separate, dedicated network line or a separate server which all courts/counties may not be able to afford. There could also be bandwidth issues. Mr. Goltz reminded the committee why TCs and JSEC have such a close relationship: the vast majority of court employees are *staff*, and TCs are on the front line of staff training, providing the bulk of the 16 mandated hours for the majority of the people in the judicial branch. On a similar note, he reported that hopefully at the

next CLIA meeting, a new LinkedIn account for ICM graduates will be approved. The executive office was initially hesitant of the idea as some courts don't want their employees to go on-line during work hours. If approved, it is yet to be seen whether people will participate and what challenges will arise.

5. Regional/Local Updates and Subcommittee Reports:

- a. Arizona Courts Association (ACA) is holding annual elections in Surprise next week. They are also looking forward to next year's ACA conference.
- b. Court Services Division (CSD) – Ms. Barrett was presented with a certificate of appreciation for her years of dedicated service to the committee. Most projects from last meeting are ongoing including working on on-line retention schedules, domestic violence (DV) treatment standards, and a re-write of the civil rules of procedure. A re-write of the criminal rules is planned for 2016. The 2nd bench book briefing was just released yesterday. They are getting ready to begin a formal study to study security standards, assisted by a grant from the National Center for State Courts (NCSC). The credentialing program for interpreters is ongoing, and the Caseflow unit will be traveling statewide to talk about this project. As part of the project a new standing committee was created, the language access committee, which will take on additional language access issues after the credentialing program is complete. The Caseflow unit is also taking on a new project in collaboration with Maricopa County on 24 hour blood draw warrants. The Court Operations unit continues to work on educational micro trainings and also plans to roll out a new end of month reconciliation training for courts by the end of the year. It also will be putting out Q & A documentation for Senate Bill (SB) 1116 (community restitution in lieu of fines and fees) to help all court personnel understand the ramifications of this new piece of legislation. AJACS and new case management system training is also ongoing.
- c. Joint Council on Court Education (JCCE) – The group is meeting next Friday to elect a new chair and vice chair. They will be looking at promoting statewide consistency across curricula and begin planning the June conference for 2016.
- d. Local Updates
 - i. Mary Blanco – Ms. Blanco was presented with a certificate of appreciation for her dedicated years of service to the committee. She reported that judges (mostly new JP's) are continuing monthly roundtable discussions with court staff. Case processing training is on-going. The justice courts are putting all level III clerks thru an AGTS leadership training program and all managers through the CPM program. Maricopa County Justice Courts just finished an access to justice for self-represented litigant's video. Contact Judge Charles Adornetto of Maricopa County Justice Court Administration if interested.
 - ii. Joe Legander – reported that Cornerstone, the new learning management system (LMS) is coming soon to Maricopa County and is reported to be very good. It also ties into Talent Management systems so counties can track course completions, lesson plans, etc. The county is also producing English and Spanish versions of new videos; for example how to obtain marriage licenses and passports. Also in production is a video on the day in the life of a court clerk which goes out to people before they are hired. All of their New Employee Orientation (NEO) segments are now on film so that if an instructor is ill, his or her portion can be shown on the screen. Because Maricopa Superior Court is experiencing a lot of turnover, courtroom clerk training is getting completely revised. Outside consultants and eLearning firms are assisting in creating an eLearning based modular training. The court has gotten permission from Maricopa County to allow employees to attend off-hours and/or weekend training in an effort to get all employees trained and cross-trained. This is a very large scale project designed to get training done swiftly and in a manner that younger people prefer through independent short bite learning. He added that he is now the supervisor for training and staff development, a brand-new position.

- iii. Kathy Schaben – reported one vacancy in her department which they are currently trying to fill. Court reporters are working to get all of their systems up to real time for attorneys and the judge so they can read what is being transcribed at the very time it is happening. Their mental health court recently won an access to justice award at the Court Leadership Conference (CLC). She reported they also have a vacancy for the law library coordinator.
- iv. JT Hilton - reported that testing for Windows 10 is ongoing. They loaded a laptop with Windows 10 and then tested whether various functions; i.e, VPN and case management worked. Windows 10 will be rolling out statewide next year. RemedyForce, a new on-line ticket management system just came on-line.
- v. Marla Randall – reported that ethics training will be rolling out soon in her county. They have invited Apache County to participate. LuAnne Garbini, her court trainer, is creating a training for clerks as part of her Fellows project, to address the most common findings from court operations reviews and to provide solutions for them to implement in their own courts.
- vi. MJ Abril - reported that phase II of the active shooter drill (processing the aftermath) has been approved. A modified DVD was created from phase I, but she is stuck on how to proceed in phase II to get all of the information out to the courts and how to build on the momentum. One of the things she is also struggling with is what questions court administrators might want answered. She welcomes all suggestions from the members. She also volunteered to share the active shooter video (any or all parts) with committee members. Ms. de Loera suggested that we might show it at the next JSEC meeting as well as address unanswered questions through the upcoming needs assessment.
- vii. Adam Gage – reported that he gave a presentation at the recent court reporters convention and the most concerning issue that arose was a lack of training. Court reporters are begging for training to be created and distributed. He was thinking video training but has questions on how this should be engineered and how he can make it fun. Mr. Legander reminded everyone that developing new video training is going to take longer, cost more and be harder than originally thought. They brought in a well-thought of and creative outside consultant who was very helpful but moved from Phoenix a short time after starting. He noted that creative media people seem to find the court environment stifling. Another thing to think about when a video is being shot is to consider the different audiences who might be viewing the training, shoot all the versions you think you might need at the same time and then edit them accordingly. You want to avoid costly re-shoots later. Mr. Legander offered to put any of the members in touch with his media department if they are interested. Mr. Goltz also reminded everyone that Beth Asselin of EdSvcs is always happy to help with any video or computer based trainings questions.
- viii. Carla Boatner – advised that her court pushed out training to her employees as part of the city's customer service initiative mentioned at the last meeting. The training was part of the BLSC and was very well-received. A second, make-up session will be held next week. The focus of the training is connecting with internal and external customers.
- ix. Wendy Perkins - reported that the new Mohave County COJET chair is Corrine Hester. She and her committee are working on preparing COJET training for the new year.

6. Education Services Updates:

- a. JSEC Membership – Four members of the committee - Jodi Rogers, Mary Blanco, Shelly Bacon and Theresa Barrett – will be leaving in December. We will be welcoming four new members at the March 2016 meeting.
- b. Judicial Conference videos are now available on Wendell. Please make sure your judges are aware of this. The TCs were also informed of the videos availability. Mr. Goltz reminded everyone that although Wendell is intended for judicial use, anyone can access it. There is an enormous amount of valuable videos and information available to all.

- c. 2015 Blended Learning Staff Conference (BLSC) statistics:
 - i. It took place on September 2.
 - ii. There were 602 participants statewide, twice as many as in 2014.
 - iii. 22 courts participated and of those, four did in-house breakouts.
 - iv. AOC facilitated 6 in-house breakout sessions – Pinal, Mohave and Pima counties also did breakouts.
 - v. 229 participants watched the opening plenary.
 - vi. A statistical spreadsheet is available upon request. Contact Ms. Sapra if interested. Ms. de Loera advised that a couple of articles about blended learning are included in today's handouts that should help in planning next year's conference.
 - d. The 2016 Training Coordinator (TC) Conference will be held on March 4. Ms. Sapra will be including a topic on the agenda regarding how to improve communications between JSEC and the TCs by encouraging them to notify us of what is going on in their courts/counties so that it can be celebrated and reported to COJET. The Excellence in Education winners will be announced at the TC Conference so please send Ms. Sapra names for nomination. Ms. de Loera and Ms. Perkins volunteered to review the nominations. It is very important to have a large pool to choose from and for committee members to go back to their counties and encourage their people to submit nominations. It is always a struggle to get enough quality names as nominees and we want to celebrate all of the good stuff happening in our state. Ms. Sapra will send out a nomination form to members after the meeting.
 - e. Defensive Driving Instructor Conference (DDI) - Kudos to member Joe Legander who taught this year at the conference to a very tough audience. His class on circle of concern vs. circle of influence was very well received. Mr. Cornay's class on de-escalation techniques also got great marks.
 - f. Mr. Cornay reported that his job currently consists of going out into the field delivering training across the state. He reviewed a handout listing the 2015 trainings he taught. He also provides training for probation, faculty skills development (FSD), ICM classes, etc. Please contact him if your court/organization is in need of training. He will put together special curricula if requested. Mr. Goltz noted that the vast majority of training done by Mr. Cornay is for court staff and so is tied directly or indirectly to JSEC.
7. JSEC 2015/2016 Projects:
- a. Educator Skills Advancement – now will be known as *E-Squared: Empowering Educators*. Mr. Goltz reviewed the history of FSD training which currently is taught exclusively by Probation Education to a mostly probation audience. It is designed to take non-instructors to a level of basic teaching skills using adult learning principles and styles in a 3 and ½ day program. He noted that Mr. Schrade has been nudging ESD to create an advanced form of FSD for years. ESD does not currently help our faculty with any sort of skills development. A couple of months ago he and Mr. Cornay began to discuss ways to help improve skills for our ICM faculty as well as how to help courts meet their own internal teaching needs. Their philosophy stems from the old saying about teaching a man to fish is better than giving him fish. Teaching someone how to write learning objectives or how jazz up an old curriculum are two great examples of the sorts of things ESD wants to include in E-Squared. Mr. Goltz added that it doesn't make sense to have overlapping efforts from ESD and JSEC and he is OK with this being branded as a JSEC project. Ms. de Loera is very excited about being in on the ground floor of this exciting new program. A motion to brand E-Squared as a JSEC project was made, seconded and approved. Mr. Legander offered that he has existing classes for train the trainer and lots of material he is willing to share. Court staff doesn't get enough kudos – there is lots of management training out there but not so much for staff. ESD is very motivated to bring as much training as possible for court staff since they do the bulk of the daily work. It was noted that Pima County has a yearly event to honor their training staff. Mr. Goltz committed to come to the next meeting with initial plans for what the training will look like. Please be prepared to provide your input. Ms. De Loera suggested discussing this at the TC Conference as well.

- b. Needs Assessment – Ms. Boatner noted that she, Ms. De Loera and Ms. Sapra had a recent discussion about the needs of staff statewide. She reflected that she is a member of the limited jurisdiction (LJ) Court Administrators Association and as such, she should be asking them about training needs in their various courts. A suggestion was made for all members to go back to their peers (in individual roles, committees and affiliations) and come back with ideas for future training suggestions. Another idea was a paper survey be given to all the TCs at the TC conference. It was noted that a similar survey done in the late 1990's is the source for many of the guidelines in use today. Electronic surveys don't always get a great response. But if the Chief Justice can support this idea, getting a survey "from the desk of the chief justice..." might spur more people to respond. Members should start thinking of questions to ask. Keep them short as possible and let participants know how short it is. This assessment is for staff only. There is language in the strategic plan that speaks to 'enhancing the professionalism of court staff' so it definitely fits into what the Chief Justice is looking for. Ms. Sapra suggested that if the work group can come up with some questions by the end of February, she can put the questions to the coordinators at the TC Conference and then share their answers and ideas at the next meeting. Also the new members will be able to participate since that will be their first meeting. She has already drawn up some preliminary question to present to the workgroups. A motion to form a workgroup and then to work with the TCs on their individual/courts/departments training needs was approved. The workgroup consists of Ms. Perkins, Ms. De Loera, Ms. Barrett (or alternate Court Services staff), and Mr. Legander (or alternate Maricopa County superior court training staff). The timeline for the assessment: will have result from the coordinators by the next meeting; TC's take the questions to their courts/counties and have answers by our July meeting; by the October meeting we should have a road map for E-Squared and the needs assessment. We also need to weave through both of these initiatives the idea of statewide competency and consistency. We need to encourage the TCs to help staff connect the dots of training to their jobs. Trainings need to become more diverse and apply to more than just the 9 – 5 job. Perhaps there is a need for different levels of training that fit different job titles and levels of courts. Every class should be something an employee can use at work and at home. Failing that, is there a way to make it applicable to things that interest you? Take the relevant things and connect them to the code of conduct. We must get people to think in terms of more than just 16 hours of COJET.
- 8. 2016 Meeting Dates:
 - a. Tuesday – March 29
 - b. Friday – July 8
 - c. Friday – October 7
 - 9. New Business and Call to Public:
 - a. None
 - 10. Review of Action Items:
 - a. Get information out to the TCs and find a way to celebrate their accomplishments
 - b. Update Ms. Sapra's contact information on the website
 - c. Email all members Excellence in Education award applications. Ms. Perkins and Ms. de Loera will help to review all nominations
 - d. Follow up with CLIA in terms of Linked In plan
 - e. E-Squared update
 - f. Needs assessment update
 - g. New Employee Orientation (NEO) orientation at next meeting in March
 - 11. Adjourn: The meeting was adjourned at 1:02pm.